Bridges
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,449	1,465	-1%
	Admits	547	788	-31% ▼
	Discharges	602	758	-21% ▼
	Service Hours	59,649	66,241	-10%

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,014	55.0%
	Community Support	153	8.3%
	Employment Services	101	5.5%
	Social Rehabilitation	95	5.1%
	Case Management	50	2.7%
	Residential Services	19	1.0%
Addiction			
	Outpatient	312	16.9%
Forensic MH			
	Forensics Community-based	101	5.5%

Consumer Satisfaction Survey   (Based on 247 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		96%	80%	93%
✔ Participation in Treatment		95%	80%	92%
✔ Overall		93%	80%	91%
✔ Respect		93%	80%	91%
✔ General Satisfaction		92%	80%	92%
✔ Access		89%	80%	88%
🔴 Outcome		77%	80%	83%
🔴 Recovery		74%	80%	79%

Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	209	14%	16%
26-34	252	17%	23%
35-44	233	16%	20%
45-54	368	25%	24%
55-64	276	19%	14%
65+	109	8%	4%

Gender

	#	%	State Avg
Female	808	56% ▲	40%
Male	641	44% ▼	60%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,192	82%	75%
Hispanic-Other	219	15%	6%
Hisp-Puerto Rican	32	2%	12%
Unknown	3	0%	6%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,206	83% ▲	65%
Other	98	7%	14%
Black/African American	94	6% ▼	17%
Am. Indian/Native Alaskan	30	2%	1%
Asian	19	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown			3%

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Addiction Outpatient 988200
Bridges
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
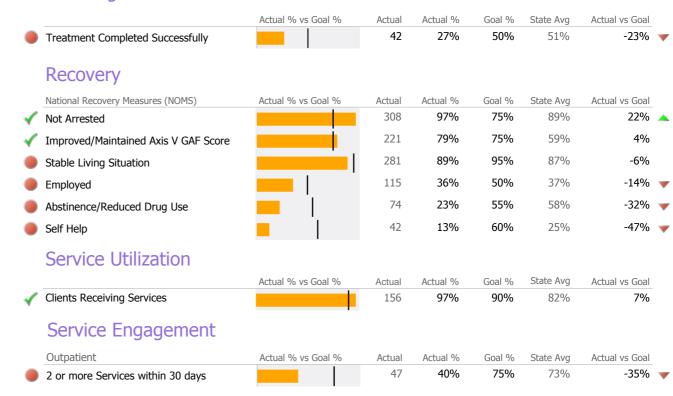Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	312	393	-21%	▼
Admits	119	196	-39%	▼
Discharges	156	208	-25%	▼
Service Hours	3,150	4,132	-24%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		93%	95%
Valid TEDS Data		46%	95%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		76%	33%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		84%	95%
SA Screen Complete		84%	95%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		97%	99%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		42	27%	50%	51%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		308	97%	75%	89%	22%	▲
✓ Improved/Maintained Axis V GAF Score		221	79%	75%	59%	4%	
🔴 Stable Living Situation		281	89%	95%	87%	-6%	
🔴 Employed		115	36%	50%	37%	-14%	▼
🔴 Abstinence/Reduced Drug Use		74	23%	55%	58%	-32%	▼
🔴 Self Help		42	13%	60%	25%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		156	97%	90%	82%	7%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		47	40%	75%	73%	-35%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

IRIS Comm Support/RP Program 309230
Bridges
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	177	-14%	▼
Admits	27	144	-81%	▼
Discharges	34	56	-39%	▼
Service Hours	3,432	3,772	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	18%	65%	54%	-47%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		146	94%	80%	91%	14%	▲
✔	Employed		31	20%	20%	10%	0%	
🔴	Social Support		89	57%	60%	68%	-3%	
🔴	Improved/Maintained Axis V GAF Score		94	66%	95%	58%	-29%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	97%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	54%	82%

Cooccurring	Actual	State Avg
MH Screen Complete	58%	62%
SA Screen Complete	55%	61%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	100%	97%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		107	88%	90%	97%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢	▢	▢		▢	92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active CSP Programs

Jail Diversion 309-341
Bridges
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	93	9%	
Admits	78	74	5%	
Discharges	81	71	14%	▲
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	41%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		4	6%	0%	47%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐	92%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Services													0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Mental Health Outpatient309210
Bridges
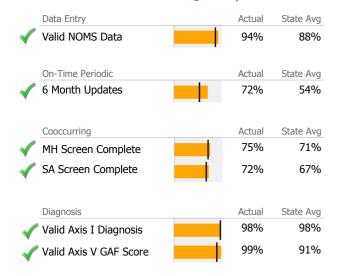Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,014	962	5%
Admits	264	254	4%
Discharges	239	213	12% ▲
Service Hours	13,836	14,617	-5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		72%	54%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		75%	71%
✓ SA Screen Complete		72%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		72	31%	50%	45%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		292	29%	30%	19%	-1%
🔴 Stable Living Situation		912	89%	95%	81%	-6%
🔴 Improved/Maintained Axis V GAF Score		644	72%	75%	51%	-3%
🔴 Social Support		445	44%	60%	55%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		744	95%	90%	87%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		147	56%	75%	67%	-19% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%
Discharges	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%
Services	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Residential Scattered 309-250
Bridges
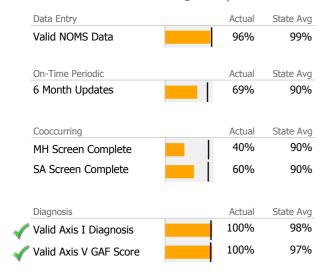Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
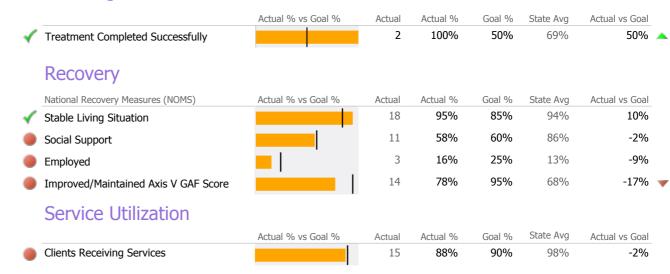Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	3	2	50%	▲
Discharges	2	1	100%	▲
Service Hours	580	569	2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	69%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		18	95%	85%	94%	10%	
●	Social Support		11	58%	60%	86%	-2%	
●	Employed		3	16%	25%	13%	-9%	
●	Improved/Maintained Axis V GAF Score		14	78%	95%	68%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		69%	90%

Cooccurring		Actual	State Avg
MH Screen Complete		40%	90%
SA Screen Complete		60%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	97%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		15	88%	90%	98%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪						17%
Discharges				▪				▪					17%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Residential Support Programs

Social Rehab 309-280
Bridges
Mental Health - Social Rehabilitation - Social Rehabilitation

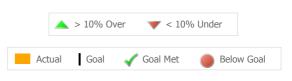Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	103	-8%	
Admits	6	17	-65%	▼
Discharges	23	15	53%	▲
Service Hours	25,091	27,273	-8%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		69	96%	90%	81%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢				▢		▢				▢		33%
Discharges	▢		▢	▢		▢	▢	▢			▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over		▼ < 10% Under

▮ Actual	▏ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Vocational 309-270
Bridges
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	156	-35%	▼
Admits	43	90	-52%	▼
Discharges	58	103	-44%	▼
Service Hours	1,277	1,243	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		37	36%	35%	37%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		47	96%	90%	94%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS 309-220
Bridges
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
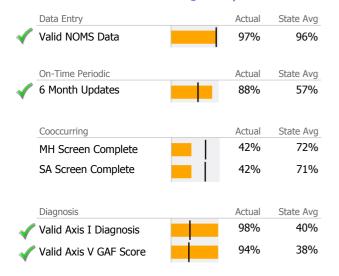Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	54	-7%	▼
Admits	7	8	-13%	▼
Discharges	9	12	-25%	▼
Service Hours	12,283	14,300	-14%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		97%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		88%	57%

Cooccurring		Actual	State Avg
MH Screen Complete		42%	72%
SA Screen Complete		42%	71%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	40%
Valid Axis V GAF Score		94%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	33%	50%	61%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		46	92%	80%	65%	12%	▲
● Social Support		28	56%	60%	48%	-4%	
● Employed		7	14%	20%	5%	-6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	93%	90%	67%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪				▪			▪	▪	42%
Discharges	▪	▪		▪	▪				▪		▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs